

2. CURRICULUM VITAE OF STEVEN W. VILLACHICA, PH.D., CPT

Associate Professor
Instructional and Performance Technology
College of Engineering
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Synopsis

Academic Expertise

- Associate Professor of Instructional and Performance Technology

Business Expertise

- Chief Learning Officer
- Proposal Writing
- Instructional Design and Development
- Project Management
- Human Performance Technology
- Process Engineering
- Analysis and Evaluation
- Instructor

Education

- Ph. D., Educational Technology, University of Northern Colorado (UNC), 1999.
- Master of Arts, Computer Technology in Education, UNC, 1986.
- Bachelor of Arts, English, *Summa cum Laude*, UNC, 1980.

Professional Affiliations

- International Society for Performance Improvement
- ISPI-Front Range Chapter
- Association for Educational Communications and Technology (AECT)
- American Psychological Society (APS)
- American Educational Research Association (AERA)
- American Evaluation Association (AEA)
- American Society for Training and Development (ASTD)
- Treasure Valley ASTD
- Denver Metro E-Learning Developers (DMELD) group
- Cognitive Task Analysis Resource

Clearances

- Top Secret/SCI granted by the National Geospatial-Intelligence Agency (NGA).

Certifications

- Certified Performance Technologist (CPT), International Society for Performance Improvement, 2002 to present.

Research Interests

- Workplace learning and job support for knowledge workers.
- Cognitively-based task analysis, instruction, assessment, and evaluation.
- Rapid application development
- Formative and summative evaluation strategies and their successful implementation in the field.

Editorial Activities

- Consulting Editor, Research Section, *Educational Technology Research and Development*, 2000– present.
- Special Editor, special issue on Electronic Performance Support Systems, *Technical Communications*, 2002.
- Reviewer for Driscoll M. & Carliner S. (2005). *Advanced web-based training strategies: Unlocking instructionally sound online learning*. San Francisco, CA: John Wiley & Sons.

Summary of Experience

Associate Professor of Instructional and Performance Technology, College of Engineering, Boise State University

- Deliver graduate-level courses.
 - IPT 537 Instructional Design
 - IPT 536 Foundations of Instructional and Performance Technology
 - IPT 563 Job Aids and Electronic Performance Support Systems
- Advise students.
- Conduct research to identify areas of workplace expertise and ways to leverage to improve individual and organizational performance.
- Provide service to the College, University, and community.

Owner, The Cognitive Performance Works, LLC

- Acted as Chief Learning Officer for DLS Group, Inc.
- Improve the performance of individuals and organizations by making invisible cognitive skills visible.
- Apply relevant research, theory, and practice to identify and close gaps in human and organizational performance occurring at the level of the individual, team, organization, or enterprise.
- Employ quantitative and qualitative statistical analyses to evaluate individual and organizational performance.
- Conduct training and program evaluations using Web-based data collection instruments.
- Conduct cognitive task analyses to represent the declarative, procedural, and strategic knowledge of novices and experts. Results of these analyses are used to create performance interventions ranging from employee selection to job standards to job support to software to feedback to incentive to training systems.

Lead Proposal Writer

- Clarify client requirements via teleconferences and email correspondence.
- Formulate technical approach, scope of work, schedule, and budget to meet client requirements.
- Specify graphic requirements and create various supporting graphics.
- Submit proposal at a time and in the format specified by the client.
- Negotiate the proposed effort with client.

The following table provides a sample of successfully proposed efforts over the last several years.

<i>Client</i>	<i>Area</i>	<i>Amount</i>	<i>Date</i>
California Commission on Police Officer Standards and Training	Job analysis, cognitive task analysis, and prototyping of blended learning solutions	\$250K	2006
Lockheed-Martin Integrated Systems & Solutions	Co-authored technical approach providing learning management services to the National Geospatial-Intelligence College of the National Geospatial-Intelligence Agency (NGA)	\$270M	2005
Williams-Labadie/Astellas Pharma US, Inc.	Summative evaluation of a pharmaceutical product launch	\$70K	2005
Williams-Labadie/Astellas Pharma US, Inc.	Paper-based tests of a pharmaceutical product binder for sales representatives	\$22K	2004
EagleTeam	Instructional redesign of a business acumen course	\$50K	2004
GambroBCT	Cognitive apprenticeship and technical transfer of software troubleshooting skills	\$47K	2004
Amgen	Needs analysis for operator and maintenance training	\$35K	2003
Ontario Lottery and Gaming Commission	Customer service training for casino personnel	\$425K (\$Canadian)	2003
Williams-Labadie/Astellas Pharma US, Inc.	CD-ROM training for a speakers' program for pharmaceutical sales representatives	\$63K	2002
Williams-Labadie/Astellas Pharma US, Inc.	Summative evaluation of pharmaceutical materials used by sales representatives	\$45K	2002
MMHA The Managers' Mentors, Inc	Convert a paper-based career planning tool to an online format	\$8K	2002

Lead Performance Technologist/Lead Instructional Designer

- Assist project teams in specifying business needs and objectives, identifying gaps between desired and existing performance, determining the significance and causes of such gaps, identifying the performance requirements that would close the gaps, and formulating designs to meet the performance requirements.
- Assist in the design of front-end analyses and evaluations, data collection, and data analysis.
- Provide consultative support for project managers creating performance support systems that integrate processes, tools, and people.
- Formulate designs for web-based and multimedia instruction.
- Work with collaborative project teams to create iterative, rapid prototypes that test the accuracy of project requirements and the acceptability of designs for meeting them.
- Conduct reviews of deliverables produced by different project teams.

- Act as lead writer on proposals responding to client RFPs. Coordinate efforts of other team members.

Project Manager

- Manage project teams comprised of instructional designers, technical writers, cognitive psychologists, subject matter experts, instructional designers, human factors engineers, technical writers, system analysts, programmers, testers, graphic artists, and editors to create performance support interventions for business and industry.
- Generate work-breakdown structures, create project schedules, identify and mitigate project risks, facilitate alignment meetings, track project progress, write status reports, and provide a single point of contact for clients.
- Avoid scope creep while ensuring client satisfaction.
- Ensure the delivery quality materials on time and within budget.

Instructor

- Present workshops on topics in performance improvement to professional audiences.
- Co-developed and co-taught a university graduate-level course on the integration of technology in educational and job settings.
- Taught undergraduate courses in English composition and writing in the social sciences.

Employment History

- August 2007 to present. Associate Professor of Instructional and Performance Technology, College of Education, Boise State University, Boise, ID.
- April 1998 to present. Owner, The Cognitive Performance Works, LLC, Greeley, Colorado. On long-term assignment to DLS Group, Inc., Denver, Colorado.
- July 1987 to April 1998. Lead Performance Technologist/ Instructional Designer, DLS Group, Inc., Denver Colorado.
- December 1985 to July 1987. Courseware Author, CDI Corporation, Arvada, Colorado. Assigned to Douglas Aircraft Company's (McDonnell-Douglas) Computer-based Training Systems Group, Aurora, Colorado.
- June 1985 to December 1985. Cooperative Education Student in Manufacturing Technical Education, International Business Machines, Boulder, Colorado.
- January 1985 to August 1985. Consultant to the National Council of Educational Opportunity Associations and contracting programmer to the Audiology Department of the University of Northern Colorado, Greeley, Colorado.
- April 1984 to May 1985. Instructional Technologist and Technical Writer of the Center for Human Enrichment, University of Northern Colorado.

- September 1983 to December 1984. Graduate and Teaching Assistant in the Division of Research, Evaluation and Development, University of Northern Colorado.
- April 1981 to June 1983. Part-time Composition Instructor and Writing Specialist, Aims Community College, Greeley, Colorado.
- November 1980 to June 1985. Freelance editor of doctoral dissertations and masters' theses.
- September 1980 to December 1980. Teaching Assistant in the English department, University of Northern Colorado.

Education

- December, 1999. Doctor of Philosophy, Educational Technology, University of Northern Colorado, Greeley, Colorado. Dissertation title: *An Investigation of the Stability of Pathfinder-Related Measures*. This work received the Graduate Dean's Citation for Excellence and the Graduate Dean's Citation for Outstanding Dissertation.
- 1986. Master of Arts, Computer Technology in Education. University of Northern Colorado, Greeley, Colorado.
- 1980. Bachelor of Arts, English, *Summa cum Laude*. University of Northern Colorado, Greeley, Colorado.

Professional Associations

- 2005-present, member of the Denver Metro E-Learning Developers (DMELD) group.
- 2003-present, member of Cognitive Task Analysis Resource.
- 2000-present, member American Evaluation Association (AEA).
- 2000-2006, member Association for the Advancement of Computing in Education (AACE).
- 2000-2003, member of the Society for Applied Learning Technology (SALT).
- 1999, 2002, member of the American Society for Training and Development (ASTD).
- 1997-present, member American Educational Research Association (AERA).
- 1997-2006, member Rocky Mountain Psychological Association (RMPA).
- 1995-present, member Association for Psychological Science (APS).
- 1995-present, member Association for Educational Communications and Technology (AECT).
- 1988-present, International Society for Performance Improvement (Formerly NSPI).
- 1987-2008, member of the Front Range Chapter of the Society for Performance Improvement (FRC-ISPI). 1991-1992, President of Front Range Chapter (FRC). 1990-1991, FRC President-Elect. 1989-1990, FRC Vice-President of Technology.

University Service

- Fall 2007 to present, member of the College of Engineering's Safety and Training Committee.

Professional and Community Service

- 2007 to present, Secretary of the advisory board that provides guidance to the Lockheed Martin Nighthawk team providing learning management services to the National Geospatial-Intelligence Agency (NGA).
- 2007 to present, member of DLS Group, Inc.'s, strategic advisory board.
- 2006-2007, Deputy Chair of ISPI Science and Research Community (SciCom).
- 2005-2006, Chair of ISPI Research Committee.
- 2005, member of the Research-to-Practice Friends Network of the American Society for Training and Development.
- 2004-2005, Deputy Chair of ISPI Research Committee.
- 2003-present, member of the ISPI Research Committee.
- 2003-2004, Chair of the Analysis of Needs, Problems, and Opportunities track for ISPI 2003 and 2004 annual conference.
- 2002, member of the nomination committee for ISPI Honorary Life Member Award.
- 2000-2004, Co-Principal Investigator of the HPT Research Group of the University of Northern Colorado's Educational Technology Department.
- 1999-2003, member Corporate Training Steering Committee of the University of Northern Colorado's Educational Technology Department.
- 1997, ISPI Cracker-barrel Committee Co-Chair.
- 1996, Member of ISPI Nominations Committee.
- 1993-1994, Regional Consultant for Four Corners District of ISPI.
- 1991-1992, member of ISPI Leadership Committee.

Presentations

Juried Presentations

- non-blind international* Stone, D. L., & Villachica, S. W. (2008, May). *10 ways to better blended learning for knowledge workers*. Paper presented at the Annual Conference of the International Society for Performance Improvement. New York, NY.
- non-blind international* Stone, D. L., Villachica, S. W., & Blomberg, S. (2008, May). *Using CTA to capture expert decision making and problem solving*. Paper presented at the Annual Conference of the International Society for Performance Improvement. New York, NY.

- non-blind national* Stone, D. L., & Villachica, S. W. (2008, February). *10 ways to better blended learning for knowledge workers*. Paper presented at the TechKnowledge conference of the American Society for Training and Development. San Antonio, TX.
- non-blind international* Stone, D. L., Villachica, S. W., & Blomberg, S. (2007, May). *Bottling expertise: Using cognitive task analysis to specify how experts make decisions and solve problems*. Paper presented at the Annual Conference of the International Society for Performance Improvement. San Francisco, CA.
- non-blind international* Stone, D. L., & Villachica, S. W. (2007, May). *10 ways to better blended learning for knowledge workers*. Paper presented at the Annual Conference of the International Society for Performance Improvement. San Francisco, CA.
- non-blind national* Stone, D. L., & Villachica, S. W. (2007, January). *Dancing in the minefield: Managing project risks*. Paper presented at ASTD's TechKnowledge Conference, Las Vegas, NV.
- non-blind international* Stone, D. L., & Villachica, S. W. (2006, May). *Seeing the organizational big picture: An action-oriented evaluation case study*. Paper presented at the Annual International Conference and Exhibition of the American Society for Training and Development. Dallas, TX.
- non-blind international* Stone, D. L., & Villachica, S. W. (2006, April). *Dancing in the minefield: Managing project risks*. Paper presented at the Annual Conference of the International Society for Performance Improvement. Dallas, TX.
- non-blind international* Stone, D. L., & Villachica, S. W. (2006, April). *But what do decision-makers want to know? Selecting and scoping appropriate evaluation approaches*. Paper presented at the Annual Conference of the International Society for Performance Improvement. Dallas, TX.
- non-blind national* Stone, D. L., & Villachica, S. W. (2006, February). *Lessons learned aligning projects: Cat-herding 101*. Paper presented at the TechKnowledge conference of the American Society for Training and Development. Denver, CO.
- non-blind national* Stone, D. L., & Villachica, S. W. (2006, February). *10 ways to better blended learning for knowledge workers*. Paper presented at the TechKnowledge conference of the American Society for Training and Development. Denver, CO.
- non-blind international* Stone, D. L., & Villachica, S. W. (2005, September). *Want reliable metrics for your organization? Use prototyping!* Paper presented at the International Society for Performance Improvement's 2005 Fall Instructional Systems Conference. Las Vegas, NV.
- non-blind international* Stone, D. L., & Villachica, S. W. (2005, September). *Other lessons from Victoria's Secret: Ensuring the "pull" in instructional systems*. Paper presented at the International Society for Performance Improvement's 2005 Fall Instructional Systems Conference. Las Vegas, NV.
- non-blind international* Stone, D. L., & Villachica, S. W. (2005, September). *Cat-herding 101: Keeping them aligned to ensure project success*. Paper presented at the International Society for Performance Improvement's 2005 Fall Management of Organizational Performance Conference. Las Vegas, NV.
- non-blind international* Stone, D. L., & Villachica, S. W. (2005, April). *Cat-herding 101: Keeping them aligned to ensure successful implementation*. Paper presented at the 2005 Conference of the International Society for Performance Improvement. Vancouver, British Columbia, Canada.
- non-blind national* Stone, D. L., & Villachica, S. W. (2005, January). *Cat-herding 101: Keeping them aligned to ensure successful implementation*. Paper presented at the 2005 American Society for Training and Development TechKnowledge Conference. Los Vegas, NV.

- non-blind international* Stone, D. L., & Villachica, S. W. (2004, October). *RAPRO: Employ a rapid ISD approach like the pros!* Paper presented at the 2004 International Society for Performance Improvement Performance-Based ISD Conference. Chicago, IL.
- non-blind international* Stone, D. L., & Villachica, S. W. (2004, April). *Practical management templates and tools for strategic/tactical planning.* Paper presented at the 2004 annual International Society for Performance Improvement Conference. Tampa, FL.
- non-blind international* Villachica, S. W. (2004, April). *Maximizing response rates to web-based surveys: Practical strategies from the field.* Paper presented at the 2004 annual International Society for Performance Improvement Conference. Tampa, FL.
- non-blind national* Stone, D. L., & Villachica, S. W. (2004, February). *Enterprise-wide EPSS: The what, when, why and how.* Paper presented at the annual ASTD TechKnowledge conference. Anaheim, CA.
- non-blind international* Stone, D. L., & Villachica, S.W. (2003, April). *Marketing and branding e-learning: A development approach to ensure buy-in and keep them pleading for more!* Paper presented at the 2003 annual International Society for Performance Improvement. Boston, MA.
- non-blind international* Murray, M., Stone, D. L., & Villachica, S.W. (2003, April). *E-mentoring tools: Online career action planning and performance development.* Paper presented at the 2003 annual International Society for Performance Improvement Conference. Boston, MA.
- non-blind national* Stone, D. L., & Villachica, S. W. (2003, February). *Web-based, automated evaluation for E-Learning: Accountability from level 1 to ROI.* Paper presented at the Annual Conference of the Society for Applied Learning Technology. Orlando, FL.
- non-blind national* Stone, D. L., & Villachica, S. W. (2003, January). *Automated web-based evaluation: Levels one to five and beyond.* Paper presented at the ASTD TechKnowledge Conference. Orlando, FL.
- non-blind national* Stone, D. L., & Villachica, S. W. (2003, January). *Automated web-based evaluation: Levels one to five and beyond.* Paper presented at the ASTD TechKnowledge Conference. Orlando, FL.
- blind national* Stone, D. L., & Villachica, S. W. (2002, June). *Web-based, automated evaluation: Accountability from level 1 to ROI – and beyond.* Paper presented at the annual conference of the Association for the Advancement of Computing in Education (EdMedia). Denver, CO.
- non-blind international* Villachica, S. W. & Lohr, L. (2002, April). *Picturing expertise: Results of a cognitive study of HPT.* Paper presented at the annual conference of the International Society for Performance Improvement. Dallas, TX.
- non-blind international* Stone, D. L. & Villachica, S. W. (2002, April). *Beyond the crystal ball: Prototyping strategies and tools for determining solid metrics, shrinking schedules and costs, and improving quality.* Paper presented at the annual conference of the International Society for Performance Improvement. Dallas, TX.
- blind national* The HPT Research Group (2001, November). *A cognitive map of human performance technology: A study of domain expertise.* Paper presented at the annual conference of the Association for Educational Communication and Technology. Atlanta, GA.
- non-blind international* Villachica, S. W., Clark, R. C., Stone, D. L., & Foshay, W. R. (2001, April). *Cognitive perspectives for training complex skill sets: Teaching knowledge workers in the new millennium.* Paper presented at the annual conference of the International Society for Performance Improvement. San Francisco, CA.

- non-blind international Stone, D. L., Villachica, S. W., & Stark, T. G. (2001, April). *A web-based, automated evaluation system: Accountability from Level 1 to ROI*. Paper presented at the annual conference of the International Society for Performance Improvement. San Francisco, CA.
- non-blind international Stone, D. L., Villachica, S. W., & Stark, T. G. (2001, April). *A web-based, automated evaluation system: Accountability from Level 1 to ROI*. Paper presented at the annual conference of the International Society for Performance Improvement. San Francisco, CA.
- blind national Villachica, S. W. (2000, October). *An investigation of the stability of Pathfinder-related measures*. Paper presented at the annual conference of the Association for Educational Communication and Technology. Denver, CO.
- non-blind national Stone, D. L., & Villachica, S. W. (2000, September). *Supporting knowledge worker cognition: Three case studies*. Paper presented at the Online Learning Conference. Denver, CO.
- non-blind international Stone, D. L., Villachica, S. W., Sims, R. M. (2000, April). *Making it real: Case-based multimedia compliance training for sales managers*. Paper presented at the annual conference of the International Society for Performance Improvement. Cincinnati, OH.
- non-blind international Stone, D. L., Villachica, S. W., Stark, T. G., & Silber, K. H. (2000, April). *Really doing web-based ROI evaluation for sales training: How AT&T actually did it*. Paper presented at the annual conference of the International Society for Performance Improvement. Cincinnati, OH.
- blind national Deatherage, T. N., Villachica, S. W., Cooney, J. B., McDevitt, T. M., & Gash H. (1999, June). *Two different models for American and Irish conceptions of listening*. Poster session presented at the 11th annual convention of the American Psychological Society. Denver CO.
- non-blind international Stone, D. L., Moore, A. K., & Villachica, S. W. (1999, March). *Supporting knowledge worker cognition: Three PSS case studies*. Paper presented at the annual conference of the International Society for Performance Improvement. Long Beach, CA.
- non-blind international Stone, D. L., Moore, A. K., & Villachica, S. W. (1999, March). *Supporting knowledge worker cognition: Three PSS case studies*. Paper presented at the annual conference of the International Society for Performance Improvement. Long Beach, CA.
- non-blind international Villachica, S. W., Stone, D. L., Clark, R. C., & Foshay, W. R. (1999, March). *Cognitive task analysis for HPTers: A panel discussion*. Paper presented at the annual conference of the International Society for Performance Improvement. Long Beach, CA.
- non-blind international Villachica, S. W., & Alderman, F. L. (1998, March). *Building transfer from start to finish: Real-world strategies that produce results*. Paper presented at the annual conference of the International Society for Performance Improvement. Chicago, IL.
- non-blind international Stone, D. L., & Villachica, S. W. (1997, August). *Empowering knowledge workers via cognitive apprenticeships: Performance support systems in action*. Paper presented at the annual conference of the Society for Applied Learning Technology Interactive Multimedia. Arlington, VA.
- non-blind international Stone, D. L., & Villachica, S. W. (1997, April). *Training knowledge workers to solve problems: Real-world strategies based on research*. Paper presented at the annual conference of the International Society for Performance and Instruction. Anaheim, CA.
- non-blind international Villachica, S. W., & Moore, A. (1997, April). *Using technology to leverage performance*. Paper presented at the annual conference of the International Society for Performance and Instruction. Anaheim, CA.

- non-blind international Villachica, S. W., & Moore, A. (1997, April). *You want it when? Five proven techniques to decrease development time, improve quality, and increase user satisfaction*. Paper presented at the annual conference of the International Society for Performance and Instruction. Anaheim, CA.
- non-blind international Stone, D. L., & Villachica, S. W. (1996, April). *Training knowledge workers to solve problems: Real-world strategies based on research*. Paper presented at the annual conference of the International Society for Performance and Instruction. Dallas, TX.
- non-blind international Villachica, S. W., & Moore, A. (1996, April). *Using technology to leverage performance*. Paper presented at the annual conference of the International Society for Performance and Instruction. Dallas, TX.
- non-blind international Villachica, S. W., & Moore, A. (1996, April). *You want it when? Five proven techniques to decrease development time, improve quality, and increase user satisfaction*. Paper presented at the annual conference of the International Society for Performance and Instruction. Dallas, TX.
- blind regional Denzine, G., Villachica, S., Deatherage, T., Hill, A., McGill, K., Jackson, D., & Cooney, J. B. (1996, April). *Einstellung development and recovery: The role of working memory and susceptibility to interference*. Paper presented at the annual convention of the Rocky Mountain Psychological Association. Park City, UT.
- blind international Caffarella, E., Cole, J., Chen, M., Jennings, M., Villachica, S. (1996, February). *The design, development, and recording of a multimedia CD-ROM: A case study*. A Paper presented at the annual convention of the Association of Educational Communications and Technology. Indianapolis, IN.
- non-blind international Stone, D. L., & Villachica, S. W. (1995, April). *PSS for knowledge workers*. Paper presented at the annual conference of the International Society for Performance and Instruction. Atlanta, GA.
- non-blind international Villachica, S. W., & Moore, A. M. (1995, April). *Speed up development time*. Paper presented at the annual conference of the International Society for Performance and Instruction. Atlanta, GA.
- non-blind national Villachica, S. W., & Moore, A. M. (1995, April). *Using technology to leverage performance: Seven things you can do to select the right intervention for the right reason*. Paper presented at the annual conference of the National Society for Performance and Instruction. Atlanta, GA.
- non-blind national Stone, D. L., & Villachica, S. W. (1993, May). *Improving performance with performance support systems*. Paper presented at Ziff Institute's Interactive '93 Conference. Anaheim, CA.
- non-blind national Stone, D. L., & Villachica, S. W. (1993, May). *Improving performance with performance support systems*. Paper presented at Ziff Institute's Interactive '93 Conference. Anaheim, CA.
- non-blind national Stone, D. L., & Villachica, S. W. (1993, May). *Concepts & language overview for novice developers*. Paper presented at Ziff Institute's Interactive '93 Conference. Anaheim, CA.
- non-blind national Villachica, S. W., & Moore, A. M. (1993, April). *But that isn't what I wanted: Applying rapid prototyping approaches to decrease development time and increase client satisfaction*. Paper presented at the annual conference of the National Society for Performance and Instruction. Chicago, IL.
- non-blind national Stone, D. L., & Villachica, S. W. (1992, November). *Design basics for developing performance support technology*. In proceedings of the Association for Computer Training & Support's Computer Training and Support Conference (pp. 184-2 - 184-6). Orlando, FL.

- non-blind national Stone, D. L., & Villachica, S. W. (1992, November). *Converting from instructor-led to self-instruction*. In the proceedings of the Association for Computer Training & Support's Computer Training and Support Conference (pp. 101-1 - 101-6). Orlando, FL.
- non-blind national Stone, D. L., & Villachica, S. W. (1992, March). *Linking CBT with job performance*. Paper presented at Weingarten's 10th Annual Computer-Based Training Conference & Exposition. Orlando, FL.
- non-blind national Lamos, J. P., Villachica, S. W., & Stone, D. L. (1991, April). *Measuring CBT effectiveness from start to finish*. Paper presented at Weingarten's 9th Annual Computer-Based Training Conference & Exposition. San Antonio, TX.
- non-blind national Stone, D. L., & Villachica, S. W. (1991, March). *Using a feasibility model to identify viable computer-based training (CBT) applications*. In The Selected Proceedings of the 29th NSPI Conference (pp. 252 - 261). Los Angeles, CA.
- non-blind regional Villachica, S. W. (1985, January). *The importance of word processing mastery in composition*. Paper presented at the annual meeting of the Western College Reading and Learning Association. Denver, CO.

Invited Presentations

- International encore Stone, D. L., & Villachica, S. W. (2007, June). *10 ways to better blended learning for knowledge workers*. Paper presented at the Annual International Conference and Exhibition of the American Society for Training and Development. Atlanta, GA.
- international Villachica, S. W. (2006, May). *Maximizing response rates to web-based surveys: Practical strategies from the field*. Paper presented at the Bagel Barrel of the Annual Conference of the International Society for Performance Improvement. San Francisco, CA.
- national Stone, D. L., & Villachica, S. W. (2007, February). *Strategic planning guide-on-the-side*. Paper presented at Training Magazine's Training 2007 Conference and Exposition, Orlando, FL.
- regional Stone, D. L., & Villachica, S. W. (2006, November). *10 ways to better blended learning for knowledge workers*. Paper presented at the Front Range Chapter of the International Society for Performance Improvement. Denver, CO.
- national Stone, D. L., & Villachica, S. W. (2006, October). *Strategic planning guide-on-the-side*. Paper presented at Training Magazine's 2006 Training Solutions Conference and Exposition, Denver, CO.
- international Villachica, S. W. (2006, April). *Maximizing response rates to web-based surveys: Practical strategies from the field*. Paper presented at the Bagel Barrel of the Annual Conference of the International Society for Performance Improvement. Dallas, TX.
- regional Stone, D. L., & Villachica, S. W. (2006, February). *Dancing in the minefield: Managing project risks*. Paper presented to the monthly meeting of the Front Range Chapter of the International Society for Performance Improvement. Denver, CO.
- international Stone, D. L., & Villachica, S. W. (2005, September). *Using low-cost e-evaluations to strategically and proactively drive change in turbulent times*. Paper presented at the 2005 Bagel Barrel of Fall Conference of the International Society for Performance Improvement. Las Vegas, NV.

- international* Villachica, S. W. (2005, April). *The successful management of challenging HPT projects: Managing a large-scale performance improvement effort*. Paper presented at the 2005 Conference of the International Society for Performance Improvement. Vancouver, British Columbia, Canada.
- international* Villachica, S. W. (2005, April). *Snake oil or results? How you can improve, validate (or justify) your HPT practices: Using cognitive apprenticeships to improve decision making and problem solving*. Paper presented at the 2005 Conference of the International Society for Performance Improvement. Vancouver, British Columbia, Canada.
- national* Stone, D. L., Villachica, S. W. (2004, October). *Want reliable metrics for your organization? Use prototyping!* Paper presented at the 2004 VNU Training Fall Conference and Expo. San Francisco, CA.
- international* Villachica, S. W. (2004, September). *Maximizing response rates to web-based surveys: Practical strategies from the field*. Paper presented at the 2004 International Society for Performance Improvement Performance-Based ISD Conference. Chicago, IL.
- national* Stone, D. L., Villachica, S. W. (2004, June). *Automated web-based evaluation: Accountability from level one to ROI and beyond*. Paper presented at the annual Training Director's Forum. Phoenix, AZ.
- national* Stone, D. L., Villachica, S. W. (2004, June). *And then a miracle occurs!: Ensuring successful EPSS implementation from Day One*. Paper presented at the annual Training Director's Forum. Phoenix, AZ.
- regional* Villachica, S. W. (2004). *Beyond toy web sites and e-learning courses: Design strategies for integrating a marketing presence, on-line services, e-learning, and operational support*. Paper presented at the May 7, 2004 meeting of the University of Northern Colorado's Educational Technology Department's ID Tea. Greeley, CO.
- national* Stone, D. L., Villachica, S. W. (2004, February). *EPSS for impact: 15 confessions of a scarred veteran*. Paper presented at the annual ASTD TechKnowledge conference. Anaheim, CA.
- national* Stone, D. L., Villachica, S. W. (2003, September). *Avoiding techno-lust: How to determine enterprise-wide e-learning readiness*. Paper presented at the annual Online Learning Conference. Los Angeles, CA.
- national* Stone, D. L., Villachica, S. W. (2003, June). *Practical management templates and tools for strategic/tactical planning*. Paper presented at the annual Training Directors' Forum. Phoenix, AZ.
- national* Stone, D. L., Villachica, S.W. (2003, February). *Web-based, automated evaluation for e-learning: Accountability from level 1 to ROI*. Presented at the 2003 VNU Training Conference. Atlanta, GA.
- national* Stone, D. L., Villachica, S. W. (2002, June). *Automated web-based evaluation: levels 1-5 - and beyond*. Paper presented at the annual Training Directors' Forum. Las Vegas, NV.
- international* Stone, D. L. & Villachica, S. W. (2002, April). *E-Learning without falling into the e-lemming's abyss: Practical do's and don'ts for spearheading effective e-learning in your organization*. Cracker Barrel presentation at the annual conference of the International Society for Performance and Instruction. Dallas, TX.
- regional* Villachica, S. W. & Lohr, L. (2002, March). *Picturing expertise: Results of a cognitive study of HPT*. Paper presented at the Front Range Chapter of the International Society for Performance and Instruction. Denver, CO.

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Books

- Villachica, S. W., & Stone, D. L. (in progress). *Cognitive strategies for supporting knowledge worker performance* (working title).

Awards and Recognition

International Awards

<i>Intervention</i>	<i>Award</i>	<i>Organization</i>	<i>Date</i>	<i>Role</i>
CBT Feasibility Study Model	First-Place Award of Excellence for Outstanding Systematic Approach	National Society for Performance and Improvement	1990	Project Manager and Lead Instructional Designer
Performance Support System Design and Development Handbook	First-Place Award of Excellence for Outstanding Systematic Approach	National Society for Performance and Improvement	1995	Project Manager and Lead Instructional Designer
NASD CORNERSTONE Performance Support System	First-Place Award of Excellence for Outstanding Human Performance Intervention	International Society for Performance Improvement	1996	Consulting Instructional Designer and Performance Technologist
Automated Examination Modules	First-Place Award for Performance Support System	Comdex, Windows World Open	1996	Consulting Instructional Designer and Performance Technologist

Recognition

- Service Award, International Society for Performance Improvement, April 15, 2003.
- Service Award, International Society for Performance Improvement, April 19, 2004.

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